VaCD

Virginia's Consumer Document System

Modernized Eligibility and Services Document Workflow Management for Virginia's Social Service Agencies

Business Process Overview – VaCD Phase II

VDSS / ISSDS – VaCD User Requirements
VaCD Phase II Business Use Case – Rev. 2.0 – October 23, 2006

Present VaCD User Interface	Access Consumer's Record	Process Verification Documents	Manage State and Local Official Forms	Process Automated Evaluation	Link to Related Consumer Data	Manage Documents Processing
Route User to Eligibility or Services processing Search for Consumer's VaCD Record	Create New Record Present existing record, Demo-graphics/History Create Perm. Verification Log	Scan Images of Verification Documents	List State and Local Template Forms (or Data Entry Screens) Process Official Forms	Perform Data Entry - Automated Evaluation Scan, Sign, Make Perm. *(Eligibility Only)*	*Manage Linking of Consumer File to related Consumers, Cases and Documents*	Create Appointments, Alerts, Notes Track Doc. Processing Status / Metrics
VaCD - PHASE II-A		VaCD - PHASE II-B		PHASE II-A		VaCD – PHASE II-C

Document Processing

Phase II-A

Eligibility Processing

- Elig. Intake
- Search
- Interview
- Process
- Referrals
- Ongoing

Application / Referral

Consumer

Initial Eligibility Worker
Ongoing Eligibility Wkr.

Phase II-B

Services Processing

- Referrals (Search)
- Interview
- (Investigation)
- Processing
- Ongoing Activity

Enforce-ment

Process Services Documentation

Consumer

Services Worker

Programs-Related Document Processing

- Other Programs
- Energy Assistance
- Foster Care
- Medicaid
- Food Stamps
- TANF

Unique sets of documents for each program

VaCD Phase II Technical Solution

Business Use Case

Login, Route to Elig. or Services

Display Interface / Main Menus

List, Search and Select Cases

List 'My Cases'

Set Date Range

Create VaCD Consumer Record

Link DSS Legacy IDs to VaCD ID

Display Select Cons-umer / Show Menu

Edit Consumer Record

VaCD DB

Manage Docs

Create Permanent Verification Log

Retrieve, Store Consumer Data

Process Eval-uation Form

Pre-Populate Demographics

Make Document Permanent

Scan, Attach, Catalog Doc.

Phase IIA: *Create and Edit Consumer Rec., Do PVL, Automated Evaluation*

Process Consumer Verification Docs

Process State and Local Official Forms

Retrieve State and Local Forms / Data

Phase II-B: *Create and/or Scan official forms & verifications*

Sprvsr.

Mgt. Reports / Utilities

Wkr. Reports

Mgt. Reports

Link Related Files, Customers, Docs

Manage Document Worflow Process

Schedule Appointments

Transfer Files (Int. / Ext.)

Mgt. Metrics

Notes Mgmt.

Track Events

Alerts Mgmt.

Phase II-C: *Document Workflow*

Admin.

Sys.Admin.

Phase II-A

Sys. Backup

User Roles

Local Config.

Phase II-C

Forms Mgmt.

Mass Updates

VaCD System Boundary

VDSS Systems

SPIDeR

State Form Templates Repository

- ADAPT
- Adult Services
- APECS
- Child Care
- FAMIS
- Medicaid
- OASIS
- VACIS

Phases II A-C

VaCD Data Storage

VaCD Database

- Consumer Demographics
- Cases, linked to programs
- Images, Image Metadata
- Related Data Linking
- Appointments Notes, Alerts, Events/Audit Log

VaCD Document File Storage

Consumer Verif.'s Evaluation Forms

State/Local Forms

Phases II A-C

Post VaCD Processes

Eligibility

Eligibility Determination

Worker

Phase II-A

Services

Services Delivery

Worker

Phase II-B

Diagram D 3

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